

ACCOUNTS RECEIVABLE BILLING COORDINATOR - FIRE DEPARTMENT

FLSA Status – Non-Exempt
EEO Code – C/Technicians
Class Code – L300

GENERAL DESCRIPTION OF THE DUTIES

This classification coordinates all Finance Department aspects of the Fire Department's three accounts receivable billing systems; i.e., ambulance billing system, NETT billing system, and fire fees billing system. The Accounts Receivable Billing Coordinator is responsible for coordinating Finance Department administrative billing policies and procedures with the Fire Department transport source document preparation, Fire Department SOGs, and Fire Department management; coordinating computer billing programs and troubleshooting solutions as needed; promoting effective communication between the Finance Department, Fire Department, IS Department, insurance companies, Medicare, Medicaid (OMAP), and software companies; and coordinating collection procedures on past-due accounts. This position inputs ambulance transports daily, bills Medicare electronically, and bills Medicaid (OMAP) electronically. This classification acts a lead worker over the Accounts Receivable Billing Specialist.

SUPERVISION RECEIVED

This classification receives general supervision and coordination advice from the Finance Director. This classification has assigned duties that require the exercise of judgment or choice among possible actions, sometimes without clear precedents, and often with concern for the consequences of the action.

SUPERVISION EXERCISED

This classification acts as lead worker and provides technical supervision by developing, monitoring, and/or prescribing procedures and methods of work for the Accounts Receivable Billing Specialist.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

1. Coordinates all aspects of the accounts receivable billing functions for the three uniquely different Fire Department accounts receivable billing systems; i.e., ambulance billing system, NETT billing system, and fire fees billing systems, particularly bringing to the Finance Director's and/or Fire Department management's attention the evolving billing issues inherent to the three significantly different billing systems.
2. Coordinates, manages troubleshooting, and monitors updates of the various computer programs, peripherals, and electronic systems used to successfully bill and collect the three accounts receivable systems. A partial list of these systems is AMAZON billing system, Medicare electronic billing, Medicaid electronic billing, and insurance electronic billing. Coordination also involves up-to-date

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2. (Continued) maintenance of each billing system's unique schedules, notes, and billing timelines.
3. Coordinates administrative billing issues, including but not limited to the following: policies and procedures unique to each billing system; records management and HIPAA compliance; and legal documents including applications, contracts, agreements, and tax documents;
4. Acts as lead worker coordinating the work of the Fire Department billing systems and the work of the Accounts Receivable Billing Specialist;
5. Serves as on-site Finance Department liaison with Fire Department management exercising judgment to solve issues on site or to involve the Finance Director in the project or solution, as needed. Coordination involves extensive liaison communication between the Finance Department, Fire Department, IS Department, software companies, Medicare, Medicaid, and insurance companies.
6. Completes input procedures for all ambulance transports which includes transport input into AMAZON accounts receivable billing program categorizing into appropriate billing schedule, electronic Medicare billing, and electronic Medicaid (OMAP) billing. Also files Medicare appeals and participates in Medicare hearings.
7. Coordinates special accounts receivable billing policies and procedures; e.g., Yamhill County Jail, Hospice, Time Pay, Workers' Compensation, FireMed, etc.
8. Coordinates pre-collections and collections accounting systems for the three accounts receivable billing systems.
9. Coordinates the Ambulance Section team meetings by preparing meeting agendas, completing meeting minutes as needed, updating task and project lists, and coordinating new projects.

OTHER JOB FUNCTIONS

1. Follows all safety rules and procedures established for work areas.
2. Performs work in accordance with federal and state employment laws, and City policies and procedures.

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OTHER JOB FUNCTIONS --- Continued

3. Maintains proficiency by attending training conferences and meetings, reading materials, and meeting with others in areas of responsibility --- particularly maintaining currency on all emerging insurance billing issues related to primary/secondary/tertiary medical insurance, Medicare, Office of Medical Assistance Program (OMAP) – Medicaid, motor vehicle insurance, etc. to complete accounts receivable billing and collections successfully.
4. Maintains work areas in a clean and orderly manner.
5. Cross-trains on the Accounts Receivable Billing Specialist's duties, assists with month end balancing for the three accounts receivable billing systems, and serves as backup, as necessary.
6. Assists other Department staff with support duties as workload and staffing levels dictate.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Knowledge of principles and practices of financial and accounting record keeping;
- Knowledge of principles and practices of supervision;
- Knowledge of medical terminology, and health insurance regulations and structure;
- Knowledge of planning and coordinating the work of others;
- Knowledge of modern office methods and procedures;
- Knowledge of word processing, spreadsheets, database and email software programs;
- Knowledge of basic mathematical principles;
- Knowledge of applicable federal, state and local laws; and local government accounting processes; and
- Knowledge of principles and practices of project management.

Skill in:

- Skill in maintaining and balancing a variety of financial records, ledgers and accounts;
- Skill in performing technical accounting work in an organized and accurate manner;
- Skill in operating a calculator, computer, and other office equipment;
- Skill in interpreting and applying pertinent federal, state and local laws and polices;
- Skill in resolving complex problems and recommending alternative solutions;
- Skill in understanding and carrying out oral and written instructions;
- Skill in communicating effectively with others to promote quality customer service;
- Skill in establishing and maintaining effective working relationships with others;

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- Skill in leading through collaboration team building, coaching, and modeling this leadership style for others; and
- Skill in managing projects including planning, administering, coordinating, and evaluating.

Ability to:

- Ability to learn the SWEET ambulance computer system, the NETT and FireMed programs as they relate to billing for ambulance services, and City policies and procedures for internal accounting controls;
- Ability to organize and prioritize work to meet deadlines;
- Ability to maintain confidential and sensitive information;
- Ability to accurately work with large amounts of detailed information;
- Ability to work as a collaborative team member; and
- Ability to establish and maintain effective working relationships with others from diverse backgrounds.

EDUCATION AND EXPERIENCE

Any equivalent combination of education and experience that demonstrates the knowledge, skills, and abilities is qualifying. A typical way to qualify would be high school graduation or equivalent; college level accounting courses and increasingly responsible experience in technical accounting; and experience/training in supervision or lead work.

PHYSICAL DEMANDS

While performing the duties of this classification, employees are required to communicate, reach, and use repetitive motions of the hands and wrists. Decision-making, interpersonal skills, teamwork, customer service, English fluency, basic math, discretion, and accuracy are required on a continual basis. Duties involve moving materials weighing up to 10 pounds on a regular basis, such as files, books, office equipment, and infrequently weighing up to 40 pounds. Qualified individuals with a disability will be reasonably accommodated to perform the essential functions of this classification.

WORKING CONDITIONS

Work may be performed in an open office within the Fire Station where the noise level is high due to fire calls. Extensive close work on a computer is required.

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Approved By _____ Date _____
(Department Director)

Adopted By _____ Date _____
(City Manager)

Established: 07/00 (Accounts Receivable Coordinator)

Revised: 01/01

Revised: 11/01

Revised: 10/03